

EMERGENCY TELEPHONE SERVICE COMMITTEE MEETING
Michigan State Police Training Academy
Lansing, Michigan
November 29, 2000

10:00 a.m.

MINUTES

MEMBERS PRESENT	REPRESENTING
Lt. Col. Stephen Madden, Chair	Department of State Police
Sheriff Dale Gribler	Michigan Sheriffs' Association
Mr. Dale Berry	Michigan Association of Ambulance Services
Chief William Corbett	Public Member, Senate Appointed
Ms. Suzan Hensel	Assn. of Public Safety Communications Officials
Sgt. Michael Herendeen	Michigan State Police Troopers Association
Mr. Paul Hufnagel	Michigan Professional Firefighters Union
Lt. Jim Hull	Deputy Sheriffs' Association
Mr. John Hunt	Public Member, Governor Appointed
Mr. Don Jensen	Michigan Association of Counties
Ms. Marilyn Moore	Michigan Public Service Commission
Mr. Charles Nystrom	Public Member, House Appointed
Mr. John Patrick	Department of Consumer and Industry Services
Chief Fred Rogers	Michigan Association of Chiefs of Police
Mr. Paul Rogers	National Emergency Number Association
Ms. Christina Russell	Michigan Communications Directors Association
Ms. Suzanne Springsteen	Telecommunications Association of Michigan
Mr. Scott Temple	Commercial Mobile Radio Service
Lt. Mike Zorza, rep. Mr. Robert Struck	UP Emergency Medical Service Corp.

MEMBERS ABSENT	REPRESENTING
Chief Paul Trinka	Michigan Association of Fire Chiefs
Mr. John Buczek	Fraternal Order of Police

This meeting of the Emergency Telephone Service Committee (ETSC) was convened by Lt. Colonel Madden at 10 a.m.

APPROVAL OF MINUTES

MOTION to approve the minutes of the September 6, 2000, ETSC meeting. A vote was taken and the MOTION CARRIED.

REPORTS

A. REPORT OF THE CHAIR

New Members

Mr. Paul Rogers, Eaton County Central Dispatch Director, was welcomed to the committee as the new representative for the Michigan Chapter of NENA (National Emergency Number Association). Mr. Rogers replaces Mr. Nate McClure, who recently resigned.

Sheriff Dale Gribler, Van Buren County, was welcomed as the new representative for the Michigan Sheriffs' Association. Sheriff Gribler replaces Sheriff Richard Germond.

Mr. Don Jensen did not run for re-election this year, but will serve as the Michigan Association of Counties representative to the committee through the end of the year 2000.

Sgt. Michael Herendeen, President of the Michigan State Police Troopers Association (MSPTA), attended this meeting as the MSPTA representative in place of Tpr. David DeVries. Sergeant Herendeen will appoint a new MSPTA representative to serve for 2001.

CMRS Emergency Telephone Fund Balances

The committee was provided with a spreadsheet detailing CMRS fund collections and distributions to date. Also provided was a listing of October 2000 payments to counties.

County List of Phase I Implementation Status

A list of counties was provided which shows the date of each county's final 9-1-1 plan and, where applicable, the date Phase I was requested and the date Phase I was implemented. This list will be posted on the ETSC web site and updated as information is provided. Updates should be provided to Denise Fox or Linda Cwiek.

Surcharge Elections

Ontonagon County passed its surcharge in the recent election; Baraga County's surcharge was defeated. It was also reported that Lapeer County's renewal was defeated and St. Joseph County's millage was passed by a two-to-one margin.

Acronym Definition Listing

An acronym definition listing has been put together to assist those new to the public safety community. Suggested additions, modifications, or deletions to the list should be forwarded to Ms. Fox or Ms. Cwiek. This listing will be posted on the ETSC web site in the near future.

Recommendations for Use of \$.03 Funds

The Michigan State Police (MSP) is continuing to solicit input on how the \$.03 wireless priority funds should be spent. A listing of suggestions received to date was provided to the committee.

ComCARE Alliance/National Mayday Readiness Initiative

Committee members and attendees were provided with a packet of information regarding the National Mayday Readiness Initiative (NMRI). NMRI is a public-private partnership to encourage effective, efficient, and seamless integration between private Mayday service providers and the nation's public emergency response agencies. As an increasing number of new vehicles are equipped with telematics technology, private and public entities will need to work together to set standards and protocols for how this information will be transmitted to and utilized by emergency response agencies. There are many issues and concerns that need to be addressed, including privacy and civil rights.

A press conference was held in Southfield in October to launch this effort in Michigan. Ms. Catherine McCormick, Community EMS, hosted the event. A working session was held the following day to discuss specific issues relating to this initiative. Ms. McCormick, Mr. Nystrom, and F/Lt. Daniel Bateman (MSP Metro Dispatch Center) attended the work session.

Ms. McCormick has volunteered to serve on one of the key committees assigned to work on this initiative. Mr. Hunt advised that National NENA is heavily involved in this effort and might be the proper forum for ensuring 9-1-1 provider needs are addressed. Individuals from ComCARE Alliance will be invited to attend a future ETSC meeting to provide an overview of NMRI. (NMRI information may also be viewed on their website at www.nmri.net.)

Midland County Letter and Suggested Reply

Committee members were provided a copy of a letter to the ETSC from Mr. Lawrence Smith, corporation counsel for Midland County, in which he asks for clarification on two issues relating to the 1999 amendments to the emergency telephone service enabling act. A draft reply was provided to committee members for their review and approval. MOTION by Mr. Berry that this letter be approved for mailing to Mr. Smith. MOTION CARRIED.

B. POLICY SUBCOMMITTEE REPORT

Mr. Hunt presented the subcommittee's recommendations on guidelines for subcommittee membership and who has the power of vote. The subcommittee recommends that Item 6 of the ETSC Bylaws be amended as follows:

- a. As needed, the Chairperson of the ETSC, with approval of the ETSC, may establish subcommittees and designate the subcommittee chair.
- b. The chairperson of a subcommittee must be a member of the ETSC.
- c. The chairperson of the subcommittee, with the concurrence of the Chairperson of the ETSC, shall designate members serving on the subcommittee. Public individuals interested in serving on the subcommittee must submit a written request to the chairperson of the subcommittee expressing such interest and stating any pertinent affiliations.
- d. Only duly designated members of a subcommittee may vote on issues before the subcommittee.
- e. A member of a subcommittee may be removed if more than two subcommittee meetings are missed without prior written notice to the chairperson of the subcommittee.

- f. Membership of each subcommittee shall be reviewed annually by the ETSC and the chairperson of the respective subcommittee.

Mr. Patrick expressed concern that non-ETSC members may outnumber ETSC members on a subcommittee. It was pointed out that, in most cases, subcommittees are only authorized to make recommendations to the full committee and have no power apart from that. The exception to this occurs within the CMRS Subcommittee and may possibly arise through a recommendation to be made later in this meeting by the Dispatcher Training Subcommittee.

MOTION made to accept the recommendations of the Policy Subcommittee, but no vote was taken. Mr. Hufnagel pointed out that the ETSC Bylaws require that any proposed changes to the Bylaws be presented to the committee of the whole at least 30 days prior to voting. It was decided that the Policy Subcommittee is to be charged with drafting a revision to the ETSC Bylaws to incorporate its suggestions. This revision will be forwarded to the ETSC members for review at least 30 days prior to the next ETSC meeting, to be voted upon at that meeting. The Policy Subcommittee was charged with responsibility for drafting suggested procedures for the following: (1) the formal recording of votes taken at subcommittee meetings; (2) preparing meeting minutes; and (3) timelines for submission of subcommittee meeting minutes to the full committee to provide sufficient time for review prior to ETSC meetings.

C. DISPATCHER TRAINING AND CERTIFICATION SUBCOMMITTEE REPORT

Mr. Nate McClure summarized the subcommittee's recommendations. One recommendation that generated considerable discussion was the following:

MCOLCS, with the assistance of the ETSC Training Subcommittee, shall prepare and distribute a list of MCOLCS "certified courses." The ETSC Training Subcommittee should be empowered to recommend training courses to MCOLCS for "certification" without going through the full ETSC for approval.

Concern was expressed about giving the subcommittee the power to approve courses without full committee review. It was pointed out that the legislation places upon MCOLCS the authority to certify courses, not ETSC. The purpose of this recommendation is to streamline a technical process and eliminate a one to three-month wait for the next ETSC meeting before a course can be certified. The current proposal calls for an annual survey of eligible public safety answering points (PSAPs) to determine their interest in receiving funds and the number of FTE (full-time equivalent) personnel assigned to each. This number will be used to determine the annual funding available per FTE. This count will be conducted in a manner similar to the way MCOLCS handles 302 grant funding. Eligibility will be based upon 2,080 hours per FTE. Concerns were raised that part-time employees would not be eligible to receive funding for training. Funding will be based on the total number of hours eligible employees work within the PSAP in a year, divided by 2,080 to get the final FTE count for the PSAP. The PSAP director has the flexibility of determining how to distribute the funding among eligible employees. Funding will be requested and paid up front, with the PSAP submitting documentation at year-end to justify expenditures.

Ms. Connie Ross from the Department of Treasury raised questions as to the number of eligible PSAPs and method of payment. Ms. Ross will be invited to participate on the subcommittee to address issues involving the payment process.

Mr. Berry questioned the use of the term "standards" in the subcommittee's document. While MCOLCS has the lawful authority to set standards, Mr. Berry suggested the ETSC avoid setting standards and change the wording of this document from "standards" to "guidelines."

It was suggested that some medical control authority involvement be included. The medical control authority is responsible for medical oversight and there is a need to ensure dispatchers are providing correct information. Mr. McClure stated that he believes Item #5 of the document adequately addresses this.

Ms. Russell questioned the need to maintain and review detailed records of expenditures to ensure there is no abuse of the fund. The guidelines will outline the records that need to be maintained by PSAPs. MCOLCS does not have the staff to monitor this and the subcommittee has expressed its willingness to take on this role.

Ms. Hensel questioned the appeal process should someone's request for funding for a particular course be rejected. Mr. McClure advised that the appeal could come either to MCOLCS or the ETSC or both. This will need to be addressed as the subcommittee works through the process.

The committee discussed certification and decertification of dispatchers. This is a future issue that would require a change in legislation and a careful review of the fiscal implications. Current funding is not sufficient to cover the costs that would be involved in such an effort. Further, any state-mandated certification of dispatchers may incur fiscal liability for the state.

The subcommittee recommends the report be adopted and the subcommittee be charged to continue on with its work. MOTION by Mr. Hufnagel and supported by Chief Corbett, with the provision that the ETSC move toward certification of dispatchers and with the understanding that MCOLES will need additional resources.

Mr. Patrick asked to amend the document to insert the words "ETSC Chair" in Item 10. Mr. Ray Beech from MCOLES expressed his support for having the subcommittee work directly with MCOLES on course certification.

MOTION to adopt the subcommittee's recommendations and have the committee continue to work with MCOLES to move this process forward. MOTION PASSED, with Mr. Hunt voting nay.

With Mr. McClure's retirement, the need has arisen to appoint a new Dispatcher Training Subcommittee chair. Lt. Colonel Madden thanked Mr. McClure for his efforts and hard work. ETSC members interested in serving as the new subcommittee chair were asked to advise Lt. Colonel Madden's office.

D. WIRELESS IMPLEMENTATION SUBCOMMITTEE REPORT

Ms. Hensel presented the committee with two recommendations. The first was the recommendation that the ETSC adopt a Standardized Nondisclosure Agreement to be distributed to counties and PSAP managers for their use. The intent of this is to assist PSAP managers who may be presented with several different types of agreements from various CMRS suppliers.

MOTION by Mr. Hufnagel, seconded by Mr. Nystrom, to adopt the non-disclosure agreement. Mr. Temple asked that the document be amended to include the word "template" somewhere on the document. Ms. Hensel and Mr. Hufnagel supported the suggested amendment. MOTION PASSED UNANIMOUSLY.

The subcommittee's second recommendation was that the ETSC adopt a Grade of Service Policy to be distributed to CMRS, Telcos, counties, and PSAP managers as a standard for wireless 9-1-1 implementation. The purpose of this document is to move away from "wireline" and "wireless" and address 9-1-1 as a whole.

Mr. Hunt suggested that a list or diagram of all 9-1-1 trunk groups be included as clarification.

MOTION by Mr. Hufnagel to support the subcommittee's second recommendation. Mr. Hunt supported the proposal with his suggested amendment to list 9-1-1 trunk groups. Mr. Hufnagel supported the amendment. Mr. Hunt will put together a suggested diagram and this recommendation will be brought back before the committee at its next meeting.

MOTION by Mr. Hufnagel to table the second recommendation pending this revision.

Lt. Colonel Madden asked the subcommittee to begin drafting procedures to address challenges to expenditures. It is important for the committee to have in place a mechanism for addressing concerns brought forth about the expenditure of wireless funds by counties and PSAPs.

E. CMRS SUBCOMMITTEE REPORT

Lt. Colonel Madden reported that he received a letter from Oakland County requesting a formal determination from the ETSC as to whether the cost of trunks from the selective router to the PSAP would be considered a reimbursable cost for the CMRS suppliers. This issue was discussed at a previous ETSC meeting without resolution. Mr. Hunt advised that the Federal Communications Commission is currently looking at this issue at the national level. Lt. Colonel Madden recommended this issue be tabled until additional information can be obtained upon which to base a decision.

DISCUSSION

A. SECOND YEAR CERTIFICATION; RECERTIFICATION SUBCOMMITTEE

Ms. Susan Hensel chairs this subcommittee. Mr. Nystrom, Mr. Temple, and Mr. Steve Todd have volunteered to serve as members. Other interested parties are asked to contact Ms. Hensel or Ms. Cwiek. Lt. Colonel Madden asked this subcommittee to address the following issue: "Can a county be certified as eligible to receive second year funds if it has not formally requested Phase I service? If the answer to this question is determined to be yes, should the ETSC put a time limit on how long a county can continue to receive wireless funds before it is required to request Phase I service?"

B. AUDIT INFORMATION

The Department of Treasury distributed a letter to County Treasurers and Primary and Secondary PSAPs, dated September 25, 2000, that discusses accounting procedures for wireless E9-1-1 funds. This document reflects the discussions that have taken place at previous ETSC meetings.

Lt. Colonel Madden inquired as to the fiscal cycles of various PSAPs. Some attendees reported they are on a calendar year cycle, while others reported being on a fiscal year cycle like the State of Michigan. Lt. Colonel Madden advised that the ETSC's August 2001 annual report to the Legislature will include each county's most recent audit report information available, even though the audit may be several months old.

PUBLIC COMMENT

None.

NEXT MEETING

Wednesday, February 21, 2001, beginning at 10:00 a.m., Clinton County Courthouse, 100 Cass Street, St. Johns, Michigan.

The meeting adjourned at 11:50 a.m.

Approved:

Stephen D. Madden, Chair
Emergency Telephone Service Committee